

## Renfrewshire Outreach Service Support Service

Action for Children  
Loomwalk  
Kilbarchan  
Johnstone  
PA10 2JP

Telephone: 01505 706 987

**Type of inspection:**  
Unannounced

**Completed on:**  
8 April 2025

**Service provided by:**  
Action for Children

**Service provider number:**  
SP2003002604

**Service no:**  
CS2015340528

## About the service

Renfrewshire Outreach Service provides befriending and activity based groups for children and young people who have additional needs. The provider is Action for Children.

The service is based in Kilbarchan, and supports children and young people who are normally resident in the Renfrewshire area. At the time of the inspection, around 22 children and young people were using the service.

## About the inspection

This was an unannounced inspection which took place on 18 March between 13:30 and 17:30 and 19 March 2025 between 10:30 and 19:45.

To prepare for the inspection, we reviewed information about this service. This included previous inspection findings and registration information. We also reviewed information submitted by the service and information gathered throughout the inspection year.

To inform our evaluation we:

- met one young person using the service
- spoke to four family members
- spoke to five members of staff and management
- spoke to representatives from social services, health and education
- reviewed survey responses from young people, family, staff and external professionals
- reviewed key documents.

## Key messages

- Children, young people and their families' views were a key area of focus for the service and these were captured in individualised care planning documents.
- Children and young people were supported to experience exciting new activities, clubs or make friendships.
- Staff prioritised meaningful relationships with children and young people, and these were based on understanding, respect and fun.
- Staffing arrangements were closely reviewed and ensured children and young people had access to consistent support which met their needs.
- The management team worked hard to support and empower the staff team to ensure the quality of the service delivered.

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	5 - Very Good
How good is our staff team?	5 - Very Good
How well is our care and support planned?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

## How well do we support people's wellbeing?

5 - Very Good

We evaluated this key question as very good, where major strengths were identified in supporting positive outcomes for children and young people, and there were few areas for improvement.

Feedback from stakeholders and families indicated that the children and young people using the service felt safe, and they were happy with the service. All staff had a good understanding of child protection and whistleblowing procedures. This meant that staff were able to respond appropriately to indicators of concern. We found that staff safeguarding training could be enhanced by including adult protection training. It was pleasing to see that the service was reviewing this, and we look forward to seeing the impact of this at future inspections.

Staff understood their role in supporting children and young people. This included working alongside social services, health and education. We found that staff ensured information was shared with the right people, at the right time, which supported children and young people's wellbeing.

Children and young people were fully involved in making decisions about their physical and emotional wellbeing. This included supporting children and young people to clubs, activities, and trips, as well as supporting opportunities to make friendships. The service was proactive in promoting and supporting choice. This included reflecting children's views in care planning documents, and ensuring that staff were adaptable to changing needs.

Staff had an understanding of rights-based practice and The Promise including their role in promoting the voice of children and young people and implementing family supports. It was pleasing to see that this was identified as an ongoing area of development within the service's improvement plan. We look forward to seeing the impact of this at future inspections.

Families commented that the team "go above and beyond" and described the service as "life changing".

## How good is our leadership?

5 - Very Good

We evaluated this key question as very good, where major strengths were identified in supporting positive outcomes for children and young people, and there were few areas for improvement.

There was ongoing evaluation of children, young people and families' experiences to ensure that children using the service were provided with the right care and support to meet their needs. This included annual reviews, seeking feedback from children and their families, and the development of a newsletter which was illustrated by young people. Families commented that support was flexible and responsive to their own changing needs. This included carefully considering what support was required and matching the right worker.

We saw evidence of leaders empowering their staff, and the staff team being responsible for their own delegated duties. This included supporting newer staff members, peer learning and reviewing children's care plans.

The service had undertaken its own self-evaluation which detailed key areas of focus which informed the service's improvement plan. We found that the service improvement plan was responsive, however aspects could be SMART-er (specific, measurable, achievable, relevant, timebound) to support the future direction of the service. The management team had quality assurance systems in place which included oversight of aspects of service delivery. We found that to enhance evaluations of children and young people's outcomes and experiences, these could be developed further. It was pleasing that the service planned to review these documents, and we look forward to seeing the impact of this at future inspections.

Children, young people and their families using the service were involved in evaluating the quality of the service provided. The service used working agreements, feedback forms and had ongoing discussions with families. This information was used to help improve the service, and meant that the people using the service were primary drivers for change. Leaders at all levels were knowledgeable about aspects of the service which were working well and aspects which they wished to continue to develop.

### How good is our staff team?

### 5 - Very Good

We evaluated this key question as very good, where major strengths were identified in supporting positive outcomes for children and young people, and there were few areas for improvement.

Staffing arrangements were subject to continuous assessment and the leadership team sought feedback from families and staff. This meant that children and young people were matched with the right staff, that support was consistent and it was provided at the times it was needed. This was subject to ongoing review and staff responded flexibly to changing circumstances.

We saw that staff retention was a challenge for the service, however the service was proactive and worked hard to mitigate the impact of this. This included ensuring there were clear transition plans in place to support children and young people with new members of staff. This ensured that children and young people had access to consistent staff support.

All staff spoke about the importance of relationships and these being underpinned by understanding, respect and fun. We found that this led to respectful relationships, continuity of care and clear communication with families. One family member commented that "all staff from management to workers should be highly praised for the hard work they put into nurturing the children" and that "[they] cannot praise this service enough".

Safe recruitment and comprehensive induction processes were in place. The team had ongoing access to development opportunities including specialist training, team meetings and supervision to ensure the team remained skilled. There were good working relationships within the team including clear communication between families, staff and stakeholders. This meant there were ongoing opportunities for staff to review and consider how best to improve outcomes for children and young people.

## How well is our care and support planned?

5 - Very Good

We evaluated this key question as very good, where major strengths were identified in supporting positive outcomes for children and young people, and there were few areas for improvement.

All children and young people who used the service had care planning documents in place. Risk assessments were also in place and supported staff to keep children and young people safe.

Children, young people and their families were involved in developing and contributing to care planning documents. This meant that they were involved in decisions about support. We found that children, young people and families' views could be more explicit in care planning documents.

We found that care planning documents could be SMART-er (specific, measurable, achievable and timebound), this included the type of support the young person received from the service, communication preferences or strategies to support young people. It was pleasing that the service planned to review these documents, and we look forward to seeing the impact of this at future inspections.

Care planning documents were individual to the young person and included multi-disciplinary professional involvement including specialist services. Plans were up-to-date, regularly reviewed and updated in line with legislation.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com)

## Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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